

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010912	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 11/17/2015
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NAME OF PROVIDER OR SUPPLIER MANORCARE OF PALOS HEIGHTS EAST	STREET ADDRESS, CITY, STATE, ZIP CODE 7850 WEST COLLEGE DRIVE PALOS HEIGHTS, IL 60463
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>300.610a) 300.1210b) 300.1210c) 300.1210d)6) 300.3240a)</p> <p>Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour,</p>	S9999	<p>Attachment A</p> <p>Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

12/08/15

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

MANORCARE OF PALOS HEIGHTS EAST

**7850 WEST COLLEGE DRIVE
PALOS HEIGHTS, IL 60463**

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S9999	<p>Continued From page 1</p> <p>seven-day-a-week basis:</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These requirements are not met as evidenced by :</p> <p>Based on interview and record review, the facility failed to provide a safe physical transfer for a resident according to care plan and policies governing resident transfer. This applies to one resident (R1) reviewed for injury in a sample of three. This failure resulted in R1 sustaining a right shoulder dislocation.</p> <p>Findings include:</p> <p>R1 was admitted to the facility on 8/16/15 with the following diagnoses: Diabetes, hypertension and atrial fibrillation.</p> <p>On 11/13/15 at 11am, R1 was observed with a sling on her right arm. R1 stated "On 11/3/15, the day nursing assistant pulled my right hand to get me out of bed." R1 stated "I told her not to do that. You are going to hurt me. I was the one who got hurt. She pulled my shoulder out of its socket. Everyone thinks they are so strong. It hurt for a long time. I don't want the girl to get in trouble. Now, I have to be fed. It is my right shoulder." R1's BIMS (Brief Interview Mental Status) score dated 10/29/15 was 15 out of 15.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R1 was alert and oriented to time, person and place on 11/13/15 at 11 am.</p> <p>On 11/13/15 at 11:20am, E2 (Licensed Practical Nurse) stated that she cared for R1 on 11/3/15 during the day shift. E2 stated that Z1 (Physical therapist) came to her on 11/3/15 in the morning and stated that R1 was complaining of pain in her right arm. Z1 stated that R1 told her that the nursing assistant who was caring for her in the day (E6) pulled her right hand to get her out of bed on 11/3/15. E2 stated that E6 (Certified Nursing Assistant) told her that she pulled R1's right hand to get her out of bed. E2 stated that she told E6 that she cannot get someone out of bed by pulling on the resident's hand. E2 stated that she did an incident report, notified the daughter and Z2 (Attending Physician) of the incident. E2 stated that there was no swelling the day of the incident. E2 stated that R1 did not want to take any pain medication for the pain in her right arm. E2 stated that when she came back to work on 11/4/15, she contacted Z2 for an x-ray order because E2 stated that she assessed R1's right shoulder on 11/4/15 and R1's shoulder was "super flexed and looked abnormal." R1's right shoulder x-ray was done on 11/4/15 and R1's x-ray results dated 11/4/15 showed a right shoulder dislocation. E2 stated that R1 went for an orthopedic appointment on 11/5/15 and is currently wearing a sling.</p> <p>On 11/13/15 at 12 noon, Z1 (Physical Therapist) stated that R1 told her on 11/3/15 that the morning nursing assistant pulled her hand while transferring her out of bed. Z1 stated that R1 told her that the pain started after E6 pulled her out of bed using R1's right hand. Z1 stated that R1 was not able to ambulate on 11/3/15 during therapy due to the pain. Z1 stated that she reported this</p>	S9999			

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S9999	<p>Continued From page 3</p> <p>incident to E2 (Nurse).</p> <p>On 11/13/15 at 3:20pm, E7 (Assistant Director of Nursing) stated that she conducted the investigation regarding the incident on 11/3/15 with R1 and E6. E7 stated that R1 told her that E6 got her out of bed in the morning on 11/3/15 by pulling her right hand. E7 stated that E6 was the only nursing assistant in R1's room for the transfer.</p> <p>On 11/13/15 at 3:30pm, E6 stated that when she assisted R1 in the morning of 11/3/15, R1's right arm hurt and she reported this to the nurse. E6 stated that she did use R1's arm to get her out of bed.</p> <p>On 11/17/15 at 9:30am, Z2 (Attending Physician) stated that R1 told her that when an nursing assistant was getting her out of bed after morning care on 11/3/15, the nursing assistant snapped her arm.</p> <p>R1's care plan dated 10/23/15 reads "Self care deficit related to needs extensive assistance with her bed mobility and transfer and most of her adls, incontinence of bowel and bladder, muscle weakness, recent hospitalization, diagnosis of urinary tract infection and acute cerebrovascular accident with left hemiparesis. R1's care plan goal for this problem reads "Will receive assistance necessary to meet activity of daily living needs." R1's MDS (Minimum Data Set) dated 10/29/15 reads "2 person physical assist with transfers, extensive assist with transfers between surfaces including to or from: bed, chair, wheelchair, standing position."</p> <p>The facility's investigation report dated 11/3/15 reads "R1 is a x2 max assist during transfer. E6</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>was transferring R1 to the wheelchair. When E6 assisted R1 to sitting position, E6 accidentally pulled on R1's arm. R1 complained of pain to right shoulder. X-ray was done which showed dislocation of right shoulder. Ice packs applied. MD gave order for R1 to see orthopedist." R1's radiology report dated 11/4/15 reads "The humerus is anteriorly and inferiorly dislocated with respect to the glenoid. There is no fracture. Conclusion: Anterior shoulder dislocation."</p> <p>The facility's transfer policy: bed-chair/wheelchair policy dated 1/2011 reads "The purpose is to move safely from bed to chair or wheelchair and back again." The policy reads to instruct resident to lean forward to get body weight over hips. The policy does not read to pull resident's hand to get them out of bed and into the wheelchair. On 11/17/15 at 9:30am, E8 (Director of Nursing) stated that the facility does not have a policy for 2 person transfer. E8 stated that the facility only has a transfer policy.</p> <p>(B)</p>	S9999		